



**DEPARTMENT OF ENVIRONMENTAL SERVICES  
Adjustment Procedure and Form for New Lawns  
Effective December 2011**

1. The owner shall submit a written request for a sewer service charge adjustment to the Department of Environmental Services. Please fill out the following information to expedite the adjustment process:

**Name on Board of Water Supply Bill:** \_\_\_\_\_

**Property Address:** \_\_\_\_\_

**Daytime Phone Number(s):** \_\_\_\_\_

**Board of Water Supply Account Number:** \_\_\_\_\_

**Start Date of New Lawn:** \_\_\_\_\_

**Square Footage of New Lawn:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

2. Please submit this form along with diagram of the new lawn and copies of contracts, invoices or receipts that show the work was done after the lawn is established (these will not be returned).
3. The sewer service charge adjustment will be based on the area in square feet of new lawn. **(See attached Start-up lawn sewer charge credit policy December 2011 )**
4. Please mail the written request to:

Department of Environmental Services  
Office of Administrative Support  
1000 Uluohia Street, Suite 308  
Kapolei, Hawaii 96707

Requests may also be faxed to (808) 768-3341.

If there are any questions, please call our Customer Service Section at 768-3330 (Mondays through Fridays except holidays, 7:45 a.m. to 4:15 p.m.).

**Start-up lawn sewer charge credit**  
**Office of Administrative Support**  
**Department of Environmental Services**  
**December 2011**

The purpose of this document is to establish a policy on a sewer fee credit for irrigation water used to start a new lawn.

Starting up a new lawn requires large amounts of irrigation water for about the first six weeks. This irrigation water does not discharge to the City sewer and a sewer charge credit is appropriate.

The sewer service charge credit is based on:

1. A new lawn takes about six weeks, or 42 days, to establish.
2. The average irrigation rate used to calculate the credit is 5,000 gallons per acre per day (gpad) in accordance with the recommendations from the Hawaii Landscape and Irrigation Contractors Association and Honolulu BWS.

$5,000 \text{ gallons/acre/day divided by } 43,560 \text{ sq feet/acre} = 0.115 \text{ gallons/square foot}$

3. The area in square feet of new lawn.

Example: Sewer credit calculation for startup of new lawn – 2,500 square feet

1. Calculation of irrigation volume to start up a new lawn

Irrigation volume = Area (sq feet) x Average irrigation rate x 42 days

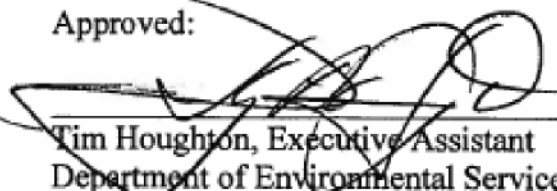
Irrigation volume = 2,500 sq. feet x 0.115 gallon/sq foot x 42 days  
= 12,075 gallons

2. Calculation of credit:

Credit = Irrigation volume x appropriate sewer service charge rate

$12,075 \text{ gallons} \times \$3.00 \text{ per thousand gallons} = \$36.22$

Approved:

  
Tim Houghton, Executive Assistant  
Department of Environmental Services

Date

12/19/11